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Implement processes to report and classify problems that have been identified as part of incident management. The steps involved in problem classification are similar to the steps in classifying incidents; they are to determine category, impact, urgency and priority. Categorize problems as appropriate into related groups or domains (e.g., hardware, software, support software). These groups may match the organizational responsibilities of the user and customer base, and should be the basis for allocating problems to support staff.

**There are no PSGs published for this topic; however, the topic is under review for future PSGs**

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Source URL: <http://gta.georgia.gov/psg/book-page/identification-and-classification-problems>